



## Welcome to IT Support by Anchor Network Solutions!

Thank you for choosing Anchor as your IT Support provider. We are here to assist as your virtual IT support staff and our goal is to provide you with the highest level of support possible. Following are some important guidelines for submitting support requests that will aid us in providing help with your computer needs.

### How to Contact Us-Three ways to request support!

#### Client Access Portal-

Our portal allows you to log directly into our system and create a support request ticket yourself. This is the best and quickest way to inform us of an issue and track the progress! *We will be installing the portal on each computer and placing an icon on your desktop.* The icon will be our Anchor logo you see at the top of the page. For most clients, this will perform an auto-login for you when you open the application. If however you are prompted for a username and password, please reach out to us on the service desk to create one for you.

#### Email- [Support@anchornetworksolutions.com](mailto:Support@anchornetworksolutions.com)

To avoid telephone tag, email is another easy way to inform us of your support needs. Simply send an email to [support@anchornetworksolutions.com](mailto:support@anchornetworksolutions.com) with a brief description in the subject line, and a more detailed description of the problem in the body of the email. When you submit a request via email, a ticket is created and a technician will be in touch to assist in resolving the issue for you. Please do not email a technician directly as it may delay the service request response time. All of our technicians monitor the support email inbox so the first available technician can respond to your needs.

#### Telephone- 303-904-0494 opt 1

You may also request support by calling us direct at 303-904-0494 opt 1. If a technician is not available to take your call, *please leave a voicemail* as this will hold your place in line for the first available technician. We do our best to answer all support calls by phone; however, there will be times when all technicians are busy assisting other customers. When this occurs, a service ticket will be created and a technician will return your call as soon as possible.

### Response Times & Support Hours:

At Anchor Network Solutions our goal is to resolve your issue as soon as possible. In fact, 90% of all service requests get responded to a head of the customer's guaranteed response time! Response time guarantees are based on your company's service agreement with us and are detailed below:

#### Support Plans: Total CommITment and Total CommITment Lite

Anchor will review the level and type of contract your organization has approved.

**Service Desk Support Hours:** Monday through Friday 8am-5pm mst